

MICHIGAN DEPARTMENT OF CORRECTIONS POLICY DIRECTIVE	EFFECTIVE DATE 06/29/09	NUMBER 06.04.150
	SUPERSEDES 06.04.150 (01/01/05)	
SUBJECT CASE MANAGEMENT REVIEWS	AUTHORITY MCL 791.203	
	ACA STANDARDS 3-3129	
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POLICY STATEMENT:

Case management reviews enable management and staff to ensure compliance with Department policy directives and procedures. The reviews also are a means by which to evaluate the extent to which evidence-based practices are being successfully and appropriately implemented.

POLICY:

- A. The primary goals of a case management review are:
 1. To provide agents with on-going feedback about their performance in providing supervision services.
 2. To provide supervisors with on-going opportunities to coach their staff with regard to job expectations, including implementation of evidence-based practices.
 3. To provide supervisors with a process to routinely recognize exemplary agent performance.
 4. To provide agents and supervisors with a process to correct performance shortcomings.
- B. Case management reviews shall be performed on all parole and probation caseloads at least monthly; specific cases to be reviewed shall be selected through a random selection process determined by the Deputy Director of Field Operations Administration (FOA) or designee. Reviews also shall be conducted when an agent with a caseload vacates his/her position and whenever there is reason to believe that particular caseloads or cases may not have been supervised in compliance with Department policies or procedures. Additional reviews may be required by the FOA Deputy Director or designee.
- C. Each supervisor shall conduct case management reviews of caseloads assigned to agents under his/her direct supervision. FOA Regional Administrators shall ensure that supervisors in their respective regions are trained in conducting case management reviews prior to performing a review. Supervisors shall not review a case involving a probationer or parolee to whom the supervisor is related by blood or marriage. The review shall cover each case for the time period since completion of the last case audit or review or the time period since the case was assigned to the agent for supervision, whichever is shorter, unless otherwise directed by the FOA Deputy Director or designee. –
- D. Supervisors must obtain complete and accurate information during the case management review to ensure that work performance is properly assessed. Each review shall be documented on a Probation/Parole Case Management Review form (CFJ-511). Any exemplary performance or failure to meet supervision requirements shall be documented on the Case Management Review Supervisor Worksheet (CFJ-510). Any necessary corrective action, as determined by the FOA Deputy Director or designee, shall be taken through the appropriate chain of command.
- E. Agents whose caseloads are being reviewed shall not be present during the review, but shall be available as needed by the supervisor to clarify any issues that may arise. The supervisor shall meet with the agent within five business days after completion of the review to address with the agent any supervision requirements where standards have not been met, to document and provide instruction on

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any instances in which data correction or other follow up activity is required, to recognize instances of exemplary work, and to discuss or address any other circumstances that were revealed in the review.

- F. No later than January 10 of each year, each FOA Regional Administrator shall submit to the Administrator of the Office of Parole and Probation Services (OPPS) a consolidated report of those case management reviews conducted in his/her region during the preceding year. The report also shall address the region's performance relating to public protection issues identified by the OPPS Administrator, compliance with statutory supervision requirements, and the use and quality of evidence-based practices. The OPPS Administrator may require more frequent reporting and may establish a standardized reporting format to be used by FOA Regional Administrators.
- G. By February 1 of each year, the OPPS Administrator shall ensure that a Department-wide consolidated report of case management reviews is completed for the previous year.

PROCEDURES

- H. The FOA Deputy Director shall ensure that procedures are developed as necessary to implement requirements set forth in this policy directive; this shall be completed within 60 calendar days after the effective date of the policy directive. This requirement includes ensuring that any existing procedures are revised or rescinded, as appropriate, if inconsistent with policy requirements or no longer needed. Procedures shall not conflict with an operating procedure issued by the Director.

AUDIT ELEMENTS

- I. A Primary Audit Elements List has been developed and is available on the Department's Document Access System to assist with self audit of this policy pursuant to PD 01.05.100 "Self Audit of Policies and Procedures".

APPROVED: PLC 06/18/09